

	20 Surveys received								
	May, 2006	Poor					Excellent		
		1	2	3	4	5	6	N/A	
1	Prompt Service				2	5	13		
2	Willingness to help you			1	1	6	11		
3	Accuracy				2	4	13		
4	Knowledge				2	3	14		
5	Courtesy			1	1	4	13		
6	Individualized attention				1	4	11	2	
	Front Counter								
7	Our telephones were answered promptly				3	4	7	3	
8	Our office hours are convenient				3	6	6	2	
	Plan Exam								
9	Phone calls were returned in timely manner			1	1	6	6	2	
10	Our forms are understandable			1	1	6	8	1	
11	Our correspondence is understandable				1	6	9	1	
	Inspection								
12	Our Inspectors are accessible	1			1	3	11		
13	Our inspection hours are convenient	1			1	2	12		
	TOTALS	2	0	4	20	59	134	11	230
	Percentage	1%	0%	2%	9%	26%	58%	5%	

Department of Building Inspections Customer Survey Comments

WHAT DID WE DO WELL?

Job well done

Marty was very helpful and really took time to answer all my questions.

Courteous and professional through a somewhat difficult process.

All aspects worked out well!

Very good service, went quick – Thank you

I appreciated the promptness and courtesy of our inspector – Mike.

Overall very competent

Came at appointed time, answered questions, very business like.

Steve K. is a pleasure to work with. He is always willing to work with you and solve any problems that arise. He is very understanding of the urgency and unpredictable factors that arise during construction.

The lady on the counter is one of the kindest person I have ever met. (sic)

Our contractor had the primary contact with the inspectors. I only had cursory contact.
Contractor – Houston Remodeling

Everything

WHAT CAN WE DO BETTER?

None at this time

Explanation of fees and payment schedule. Explanations were not offered, nor any information given, unless I asked the question.

N/A

Not really – very efficient

Inspections are arbitrary – at odds w/plan review frequent changes during construction. Punch list items grow at end of job. Inspection – Awful!